

AMENDMENTS TO THE CLAIMS

1. (Original) A method of business engagement, comprising the steps of:

defining an engagement model which will be used to address a marketplace requirement;

thereafter using said engagement model to create an industry-wide engagement template applicable to all businesses in said marketplace;

modifying said industry-wide engagement template to address requirements of a specific client within said marketplace; and

thereafter measuring, monitoring, and controlling a client engagement based upon said modified industry-wide engagement template.

2. (Original) The method of claim 1, further comprising the steps of enabling a generic engagement model for addressing said marketplace requirement, and generating work product descriptions specified by said engagement model.

3. (Original) The method of claim 1, further comprising using said engagement model to create a plurality of industry-wide engagement templates each said template applicable to all businesses in each of a respective plurality of industries in said marketplace.

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4. (Original) The method of claim 2, wherein said generic engagement model includes definitions of best practices and reusable assets.

5. (Original) The method of claim 1, further including the step of creating attack, resource, and deployment plans for said client engagement using said modified industry-wide engagement template.

6. (Original) The method of claim 2, further including the step of cyclically redefining said modified industry-wide engagement template while deploying said work product descriptions.

7. (Original) The method of claim 1, further including the step of allocating resources to further attack said marketplace requirement based upon said monitoring.

8. (Original) A computer program product for instructing a processor to assist in performing a business engagement process, said computer program product comprising:

a computer readable medium;

first program instruction means for defining an engagement model which will be used to address a marketplace requirement;

second program instruction means for thereafter using said

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engagement model to create an industry-wide engagement template applicable to all businesses in said marketplace;

third program instruction means for modifying said industry-wide engagement template to address requirements of a specific client within said marketplace; and

fourth program instruction means for thereafter measuring, monitoring, and controlling a client engagement based upon said modified industry-wide engagement template; and wherein

all said program instruction means are recorded on said medium.

9. (Original) The computer program product of claim 8, wherein one or more of said program instruction means are adapted to permit entry or exit from said respective program instruction means.

10. (New) The method of claim 1, wherein said engagement model is made up of a process description and is implemented as a work breakdown structure made of phases, activities, tasks, work product descriptions, techniques, and roles.

11. (New) The method of claim 10, wherein said engagement model defines what gets produced over the lifetime of said business engagement, roles required to perform said business engagement, and techniques to be used.

12. (New) The computer program product of claim 8, wherein said

engagement model is made up of a process description and is implemented as a work breakdown structure made of phases, activities, tasks, work product descriptions, techniques, and roles.

13. (New) The computer program product of claim 12, wherein said engagement model defines what gets produced over the lifetime of said business engagement, roles required to perform said business engagement, and techniques to be used.